



Triad Technology Partners Announces Successful System Go-Live of Cloud-based ServiceNow for U.S. General Services Administration

Bethesda, MD – June 20, 2012: Triad Technology Partners, a provider of IT service management software and services to public sector, announced today that the U.S. General Services Administration (GSA) successfully went to production system status on the initial phase of its ServiceNow implementation. GSA selected Triad Technology Partners (Triad) to implement its Enterprise IT Management (EITM) platform through the cloud-based ServiceNow IT Service Management Software-as-a-Service solution. The implementation of the ServiceNow Cloud is allowing GSA to optimize and manage their IT services and projects across the organization.

The initial ServiceNow implementation covers Incident Management, Service Desk, Knowledge Management, Configuration Management, and Self Service for GSA's Federal Acquisition Service. The ITIL framework was at the core of the implementation as GSA continues to align itself with ITIL best practices. Approximately, 41,000 users will have access to the solution.

"We are pleased to add GSA to our rapidly growing list of ServiceNow federal government customers," said Tim Hohman, Triad Technology Partners CEO. "GSA is under pressure to stay ahead of the IT service requirements of a fast-moving agency while keeping IT costs under control. GSA concluded that Triad Technology Partners and ServiceNow were the best ITSM partner and ITSM Cloud platform capable of meeting their extensive needs."

As part of the implementation, GSA awarded ServiceNow an interim Federal Information Security Management Act (known as FISMA) Moderate Authorization and Accreditation from the U.S. General Services Administration. FISMA is a US federal law that was enacted in 2002 recognizing the importance of information security to the economic and national security interests of the United States. The act requires federal agencies to develop, document, and implement an information security system for its data and infrastructure.

Doug Lingenfelter, ServiceNow Director of Federal Sales said "ServiceNow is committed to meeting the US Government's compliance and security requirements at the FISMA Moderate level. GSA's FISMA Moderate iATO, the first for any enterprise Cloud IT Service Management solution, represents a milestone in ServiceNow's progress. Our FISMA Moderate *ServiceNow Federal Community Cloud*, hosted at TerreMark, gives Federal Agencies a secure Cloud First Option for tremendous cost saving and innovation."

About Triad Technology Partners

Triad Technology Partners, LLC is a woman-owned small business dedicated to providing exceptional IT service management software and services to public sector and commercial clients. For more information about Triad Technology Partners' innovative technology and services solutions, please visit <http://www.triadtechpartners.com> or call 1-301-541-8324.

About ServiceNow

ServiceNow helps organizations transform the way IT delivers business value to end-users. Born in the cloud in 2004, ServiceNow was the first to offer IT Management software as a service (SaaS). The company continues to turn the \$14 billion IT operations market on its head with ongoing product and services innovations. ServiceNow develops and delivers a comprehensive collection of cloud-based services for enterprise IT management.

Media Contact:

Courtney McGlynn, Triad Technology Partners
301-541-8324, Courtney.McGlynn@TriadTechPartners.com